



# PLURALISTIC WALKTHROUGH OF THE AIR INDIA WEBSITE

GROUP 43

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# INTERFACE 1

The screenshot shows the Air India website's flight booking interface. At the top, there's a navigation bar with links like 'Home', 'Manage Your Trip', 'Special Offers', 'Travel Information', 'Flying Returns', 'Baggage', 'Contact', and 'GST'. Below this is a large orange banner with the text 'CHANGE IS JUST A CLICK AWAY!' and 'Now rebook, cancel & refund your existing bookings online with ease.' To the left of the banner is a booking form with fields for origin (Delhi), destination (Pune), dates (07/03/2022 to 14/03/2022), and passenger details (2 Adults, 0 Children, 0 Infants). A 'Book Now' button is visible. Below the banner, there's a red bar with icons for 'Bid & Upgrade', 'Web Check-in', 'Seat Select', and 'Ask Maharajah'.

## Severity Rating - 3

There is no option to book the ticket for adults and students at the same time, which is a significant usability problem. You can only either book an 'x' number of adults or an 'x' number of students at once as seen.

It is also not possible to uncheck the 'Flexible Dates' option.

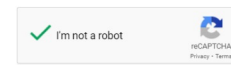
This block shows a close-up of the booking form. It highlights the 'Flexible Dates' option, which is currently selected. The form also shows the 'Book Now' button and the 'Promotion Code' field. The passenger details section shows 2 Adults, 0 Children, and 0 Infants, all set to Economy class. The dates are 07/03/2022 to 14/03/2022.

## INTERFACE 2

### Severity Rating - 0

No issues are prominent in the interface.

 PLEASE VERIFY YOUR DETAILS

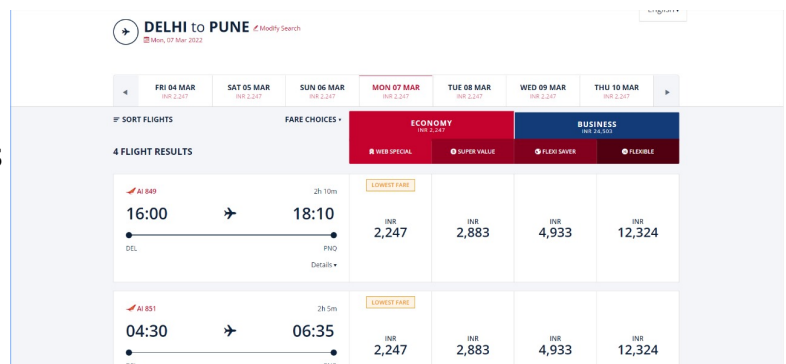


CONTINUE +

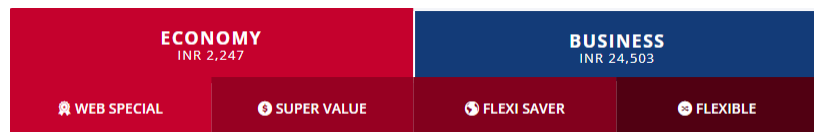
## INTERFACE 3

### Severity Rating - 1

The interface is simple and the user can see all the flight details with ease. Upon scrolling the user can find the details for the return flight as well.



The only issue with this interface is the lack of contrast in the colour scheme which can potentially make it harder for users diagnosed with colour blindness as most colour blind are unable to fully distinguish red, green or blue light.



## INTERFACE 4

### Severity Rating - 1

The random block of text can confuse the user.

**View Fare Rules**

You must review the fare rules prior to booking. It may be necessary to scroll in the fare rules box.

<b>Fare restrictions</b>	Delhi - Pune Pune - Delhi
<b>Fare code</b>	SAP15
<b>Passenger types</b>	Adult / Child / Infant

00. TITLE/APPLICATION

```

fare cls  explanation                      book codes
-----
sap15    fare by rule                      s
booking code exceptions
via al s  required      sap- fares within india
via al s  required      s- fares within india
rule - 912/0201 base - 302/a104
tc3 domestic normal fares within india
application
area
these fares apply
within india.
class of service
these fares apply for business/economy class service.

```

[GO BACK](#)

**BOOKING SUMMARY**

**FARES & FEES** [View Breakdown](#)

Fares **INR 8,896**

Charges and Fees **INR 3,216**

Taxes **INR 496**

**BOOKING TOTAL INR 12,608**

[PASSENGER DETAILS](#)

## INTERFACE 5

### Severity Rating - 1

**Adult one**

**Child one**

**Infant one**

**PLEASE NOTE**

Ensure VTL(Vaccinated Travel Lane) eligibility before booking for travel on flight AI 382 Delhi -Singapore and AI 383 Singapore - Delhi. Please note that the name and title of all the passengers for whom this booking is being made should match the identification shown at the time of check-in. Kindly provide all contact numbers (including your mobile number) as this will help us contact you in case of any changes in flight timing.

For Domestic flights with flight duration up to 2 hours there will be no meal service. For Domestic flights, only vegetarian meal is offered in Economy class. Snacks/Hot meals will be served in Business class. For any Special Meal request, please contact AI call centre/AI Reservation office. Meal and seat request subject to being offered by operating carrier.

**ADULT ONE**

Note: Name as per Identity Card.

Title **FIRST/GIVEN NAME \*** **SURNAME/LAST NAME \***

Title  First/Given Name  Surname/Last Name

**FREQUENT FLYER PROGRAM** **FREQUENT FLYER NUMBER**

None  FF Number

**MEAL SELECTION**

No meal preference

☐ **ADD GST INFORMATION**

**SPECIAL ASSISTANCE REQUEST**

Subject to availability - If wheelchair is required on medical grounds, please contact the nearest AirIndia office for necessary clearances.

No Special Assistance Required

**PLEASE NOTE**

Ensure VTL(Vaccinated Travel Lane) eligibility before booking for travel on flight AI 382 Delhi -Singapore and AI 383 Singapore - Delhi. Please note that the name and title of all the passengers for whom this booking is being made should match the identification shown at the time of check-in. Kindly provide all contact numbers (including your mobile number) as this will help us contact you in case of any changes in flight timing.

For Domestic flights with flight duration up to 2 hours there will be no meal service. For Domestic flights, only vegetarian meal is offered in Economy class. Snacks/Hot meals will be served in Business class. For any Special Meal request, please contact AI call centre/AI Reservation office. Meal and seat request subject to being offered by operating carrier.

There was no issue for the user to navigate the webpage and the instructions are easy to follow, however, the note on the left-hand side of the page is not well designed and is not attractive to the user.

## INTERFACE 6

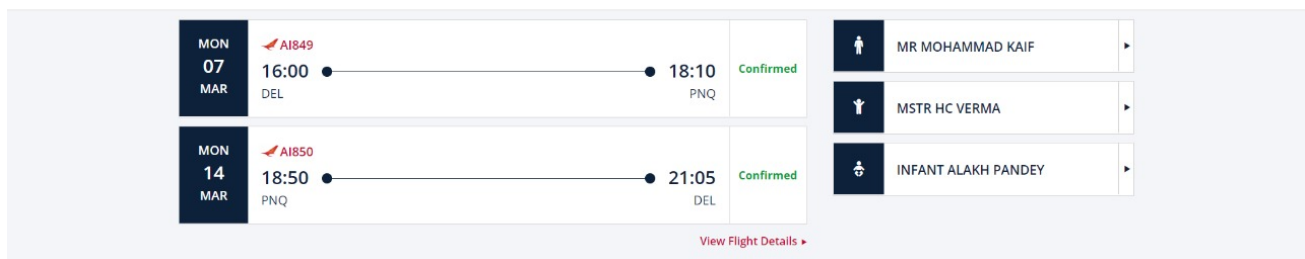
### Severity Rating - 0



The legends are marked clearly and it is easy for the user to select their seats.

## INTERFACE 7

### PAYMENT REVIEW



### Severity Rating - 0

The review sums up the flight details and is easy for the user to understand

## INTERFACE 8

### Severity Rating - 0

The well-designed interface shows the important information that the user is required to know before payment.

**DANGEROUS GOODS**  
 Dangerous Goods are FORBIDDEN for Carriage on Person, in Hand baggage or Check-in baggage on board an aircraft, for safety reasons. The following are mere representative examples of Prohibited Dangerous Goods.

 Explosives	 Flammable Solids	 Radioactive Material	 Flammable Gas	 Flammable Liquid
 Oxidiser	 Corrosives	 Toxic Substances	 Magnetised Material	 Misc Dangerous Goods

## INTERFACE 9

### Severity Rating - 1

The policy's interface is not well designed and may confuse the user while reading it.

[Scroll to Bottom ▼](#)

### Change and Cancel Policy

You must review the fare rules prior to booking. It may be necessary to scroll in the fare rules box.

<b>Fare restrictions</b>	Delhi - Pune
<b>Fare code</b>	SAP15
<b>Passenger type</b>	Adult

16. PENALTIES-CHANGES/CANCEL

changes  
before departure  
per coupon change inn 3000 for reissue/revalidation.  
note -  
first change free for tickets issued for travel  
on or before 31st march 2022 for ai operated  
flights only provided revised travel date is  
within the validity of ticket .  
reissuance for first free change only  
permitted by ai ato/cto/gds and ai call centre.  
in case of change to higher rbd for travel  
re-issuance fee will not be applicable. only  
difference in total fare is to be collected.

Please scroll the entire fare rules to continue

## INTERFACE 10

### Severity Rating - 0

The payment interface is well designed and easy to navigate for the user.

The screenshot displays a payment interface with a sidebar on the left containing the following options: Credit/ Debit Cards, Internet Banking, UPI, Wallet/ Cash Card, EMI, Google Pay, and QR. The main content area features logos for VISA, Mastercard, Diners Club, RuPay, and American Express at the top. Below these, there are input fields for Card Number, Expiration Date (MM/YY), and CVV/ CVC. Further down are fields for Card Holder Name, Street Address, Address Line 1, Address Line 2, City, Pin Code, Enter State, and Country. A toggle switch for 'Do you want to pay in Card Currency?' is present, with a note explaining Dynamic Currency Conversion (DCC). At the bottom right, a red button reads 'MAKE PAYMENT FOR ₹ 8992.00'.